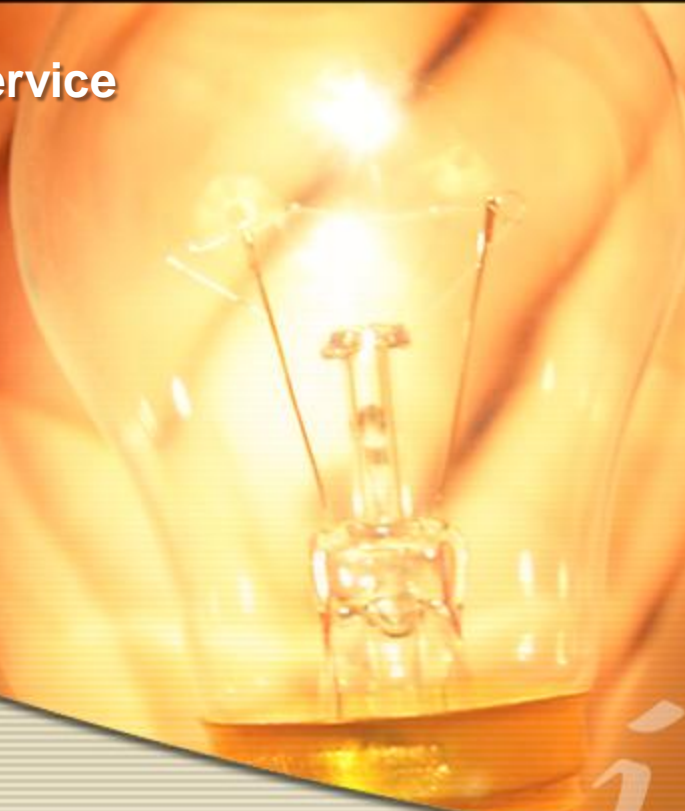


**Centralized Customer Service
Management System
(Remedy 7-CCSMS)**



**Providing Effective Service
to our Constituents**

Human Resources & Outreach Committee - September 9, 2009

**Jose Luis Rodriguez, Business Services Director
Regulatory & Public Affairs**





What is Remedy 7 and what does it do?

- Remedy 7 is the world's leading issue tracking software that allows the user the ability to improve customer service by facilitating the tracking, assignment and fulfillment of requests received from customers.
- The District already uses Remedy 7 in some areas for tracking internal service requests made to the Information Technology Department and by Operations & Maintenance to track SCADA related issues.
- This implementation will add this functionality to the Office of Ombuds and Open Government, Board & Executive Services, the Executive Office and Service Centers.



Convenient On-Line Request Submissions

User friendly interface provides the public with the ability to submit their request and receive a tracking number for use on-line.

SOUTH FLORIDA WATER MANAGEMENT DISTRICT

sfwmd.gov

Office of Ombuds and Open Government
*"Citizen participation in all levels of government is a basic principle of our democracy."
Florida Governor Charlie Crist*

SFWMD Home
Office of Ombuds & Open Government
» Jurisdiction
» Legislative Mandate
» Reports
» Ombudsman Biography
» Helpful Links
» FAQ's
» Contact Us
» Citizen Inquiry Form

Citizen Inquiry Form

First Name: Middle Initial:

Last Name:

Phone Number:

Email Address:

Address1:

Address2:

City: State:

County:

Zip:

Fax Number:

Summarize Your Inquiry:

sfwmd.gov



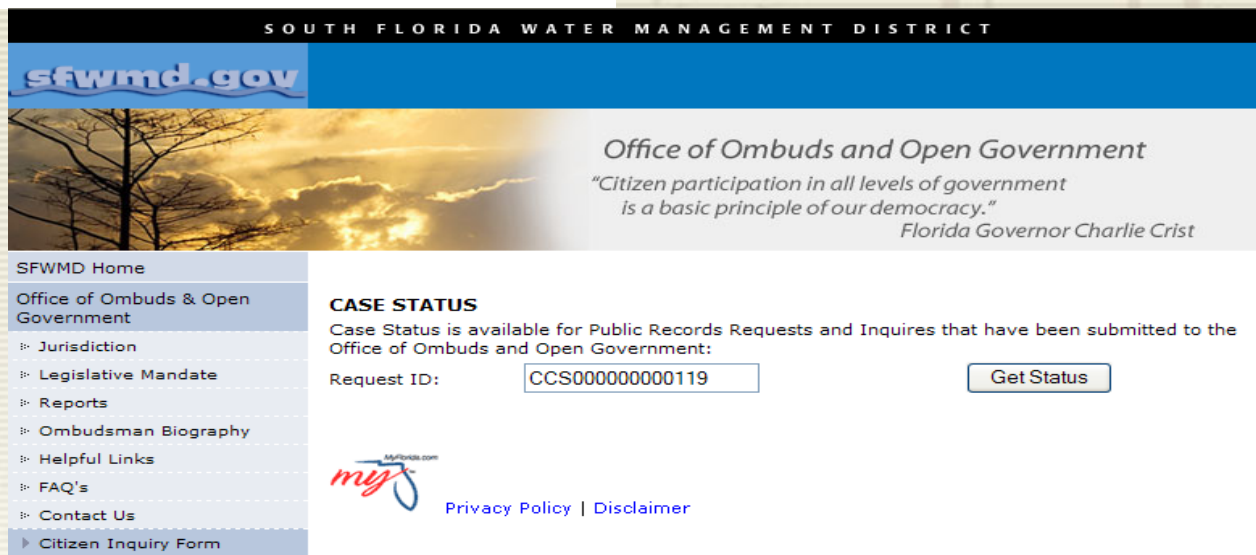
Real Time Case Status Reporting

Thank You

Your inquiry has been submitted to the Office of Ombuds & Open Government.
Please keep this Request Number **CCS000000000296** for you reference.
Our office will be in contact with you soon, in the meantime should you have any questions,
please feel free to contact our office at (561) 682-6335.

[Close](#)

Easy tracking of
requests through
the District
website.




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CASE STATUS
Case Status is available for Public Records Requests and Inquires that have been submitted to the Office of Ombuds and Open Government:
Request ID: [Get Status](#)

 [Privacy Policy](#) | [Disclaimer](#)

Status

Your request CCS000000000150 for information or assistance is being reviewed and is being processed. An agency response is pending.

[Close](#)



Intake and Processing



Customer Service Tracking System CCS000000000119 (Modify)

SOUTH FLORIDA WATER MANAGEMENT DISTRICT

sfwmd.gov

Status	Open
Summary	Need Copy of the Insurance Policy for Contract 10001
Source	External - Web Form
Priority	Routine
Notes	Fill-in the Appropriate Descriptions
Referral Type	Governing Board
Contact Reason	Public Records Request
Tracking ID	CCS000000000119
Days Open	37
Program	CORPORATE RESOURCES
Application Type	Public Records

Requester	Classification	Public Records Assignment	Work Info	Email System	Labor Cost	Photo Copy Cost	Date/System
-----------	----------------	---------------------------	-----------	--------------	------------	-----------------	-------------

Salutation		Company	
Title		Address 1	3301 Gun Club Rd
First Name	Tracy	Address 2	Suite # 304
Middle Name		City	West Palm Beach
Last Name+	Giles	County	Palm beach
Phone Number	561 682-2953	State	fl
Fax Number	561 682-2953	Zip	33406
Email Address	tgiles@sfwmd.gov	Whom & When	
Exempt Check		Addressed To	
		Letter Dated	

Save

Close

Print



Enhancements to Assignment & Work Tracking Capabilities

SOUTH FLORIDA WATER MANAGEMENT DISTRICT

sfwmd.gov

Summary Need Copy of the Insurance Policy for Contract 10001 ...

Notes Fill-in the Appropriate Descriptions ...

Tracking ID CCS00000000119 Days Open 37

Status Open

Source External - Web Form

Referral Type Governing Board

Program CORPORATE RESOURCES

Priority Routine

Contact Reason Public Records Request

Application Type Public Records

Requester | **Classification** | **Public Records Assignment** | **Work Info** | **Email System** | **Labor Cost** | **Photo Copy Cost** | **Date/System**

Contact Person	Division	Contact Date	Info Rec'd in PR	Contact Email Address
Alycia C Pryor	4310 - Water Supply Dept Staff	7/20/2009 8:05:40 AM		
Alessandra C Corseri	1410 - Office of Counsel	7/20/2009 8:16:28 AM		
Alycia C Pryor	4310 - Water Supply Dept Staff	7/20/2009 8:16:23 AM		
Amit Nagarkar	1110 - Executive Office Staff	7/20/2009 8:16:19 AM		
Andrea M Carlton	4610 - ERA Department Staff	7/20/2009 8:16:15 AM		

Subpoena Return Date ...

Response Due Date 7/30/2009 8:05:40 AM ...

Form Letter Log ...

Form Letters ...

Scan file location \\dataserv\630\6360\SCAN\CCS00000000119.PDF ... **Preview Scan doc**

Save **Close** **Print**

Comprehensive Snapshot Tracking Capabilities

SOUTH FLORIDA WATER MANAGEMENT DISTRICT

sfwmd.gov

CENTRALIZED CUSTOMER SERVICE MANAGEMENT

General Functions

Create

- Service Center Request
- Ombudsman Request
- Exo Correspondence Request
- Public Records Request

Search

Reports

- Reports

Preferences

Customer Service Management Console

Application Type Status

Number Of Records : 155

Tracking Num	Application Type	Summary	First Name	Last Name	Status	Priority	Source
CCS00000000	Executive Correspond	Testing	Srivaths	BalaSubrama	Open	Routine	External - E-m
CCS00000000	Executive Correspond	Testing for Executive Correspondence	Tracy	Giles	Open	Urgent	External - Wal
CCS00000000	Executive Correspond	The South Florida Water Management District	Sreekanth	Gangavarap	Open		External - E-m
CCS00000000	Service Centers	Testing	MIKE	Giles	Open		External - E-m
CCS00000000	Public Records	Testing	Srini	Kalluri	Open		External - We
CCS00000000	Public Records	Testing	Srini	Kalluri	Open		External - We
CCS00000000	Public Records	Testing	Srini	Kalluri	Open		External - We
CCS00000000	Public Records	Testing	Srini	Kalluri	Open		External - We
CCS00000000	Public Records	Testing	Srini	Kalluri	Open		External - We
CCS00000000	Public Records	Testing	Srini	Kalluri	Open		External - We

Dashboards

Executive Correspondence Requests By Status

Service Centers(Orlando/ Lower West Coast/ Big Cypress Basin)

Service Centers(Martin/St. Lucie/ Okeechobee/ Palm Beach)

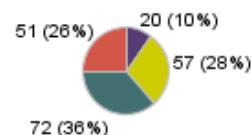
Active Requests By Application

Public Records Requests By Status

Ombudsman Requests By Status

Service Centers(Broward/ Florida Keys/ Miami-D.

Active Requests By Application



Status

- Executive Correspondence
- Ombudsman Case Review System
- Public Records
- Service Centers

Reporting Capabilities Continued

Service Centers – At A Glance

Dashboards

Executive Correspondence Requests By Status

Service Centers(Orlando/ Lower West Coast/ Big Cypress Basin)

Service Centers(Martin/St. Lucie/ Okeechobee/ Palm Beach)

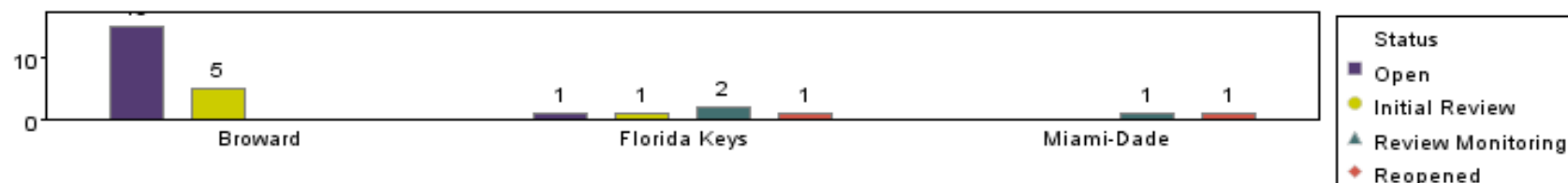
Active Requests By Application

Public Records Requests By Status

Ombudsman Requests By Status

Service Centers(Broward/ Florida Keys/ Miami-Dade)

Active Service Center Requests(Broward/Florida Keys/Miami-Dade)



Dashboards

Ombuds

Executive Correspondence Requests By Status

Service Centers(Orlando/ Lower West Coast/ Big Cypress Basin)

Service Centers(Martin/St. Lucie/ Okeechobee/ Palm Beach)

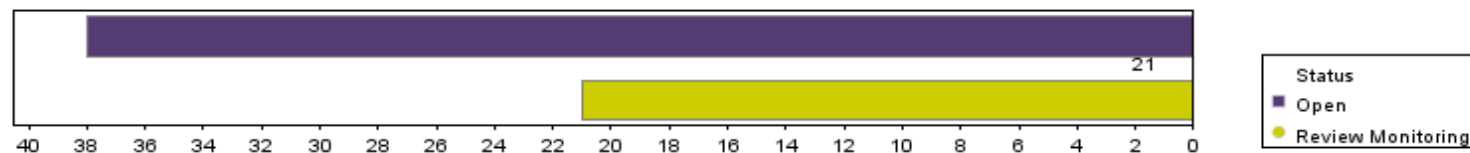
Active Requests By Application

Public Records Requests By Status

Ombudsman Requests By Status

Service Centers(Broward/ Florida Keys/ Miami-Dade)

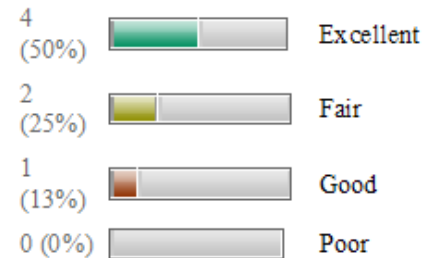
Active Ombuds Case Review System Requests



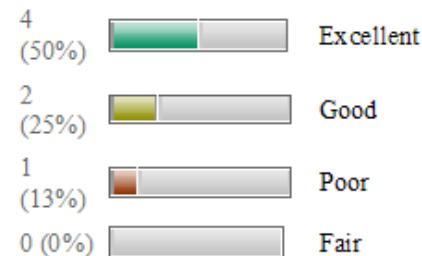
How are we doing?

- ✓ **Survey generating capabilities will allow for tracking of customer satisfaction in real time.**
- ✓ **Survey statistics can be generated by county, most common topics of inquiry and type of constituency (public, utilities, environmental community, government entities etc...)**

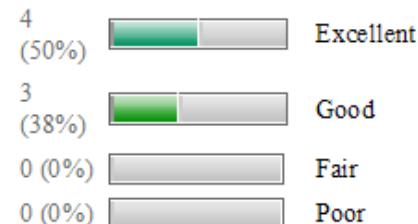
8. Follow up and closure of your request: (Choose One):



9. Courtesy and professionalism of staff: (Choose One):



10. Overall satisfaction with your interaction with the District: (Choose One):





Success is never final

- ✓ **Upgrade will increase accountability and allow management to identify areas where further improvements in the service we provide to our constituents can be achieved.**
- ✓ **Go-Live date: September 14, 2009.**



QUESTIONS?

Thank You!